



# SQUARES: Quick Reference Guide

## Part 1: Non-VA Users Request Your SQUARES Account

### Overview

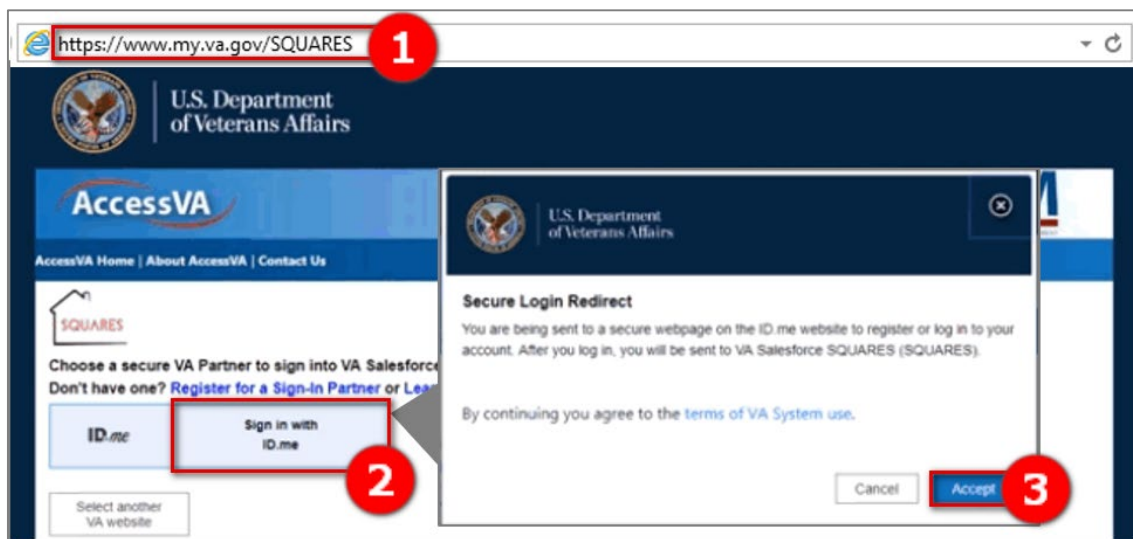
- All non-VA SQUARES Users or Managers are encouraged to complete the [Online SQUARES training](#) before applying for access to SQUARES.
- To request or access your SQUARES account, navigate to <https://www.my.va.gov/SQUARES>.
- You will be redirected to ID.me, VA's log-in system. At your first visit, you will have to create an ID.me account, in which ID.me validates that you are who you say you are. This may take 5-10 minutes.
- At your first visit, ID.me will then redirect you to an account request form. At later visits, once your access is approved, ID.me will redirect you straight to SQUARES.
- Contact the ID.me Help Desk with any problems at [help@id.me](mailto:help@id.me).
- Remember that only staff at authorized organizations can request SQUARES accounts. If you are not an SSVF, GPD, or CERS grantee, and you did not sign a data use agreement to access SQUARES, reach out to [squaresadmin@va.gov](mailto:squaresadmin@va.gov) before following these steps.

### IMPORTANT

- When you navigate to [my.va.gov/SQUARES](https://www.my.va.gov/SQUARES), you will be redirected to a different URL. **If you bookmark SQUARES, make sure you bookmark my.va.gov/SQUARES, and not the site to which you are directed.** If you navigate to any other site, you will not be able to access SQUARES.
- SQUARES functionality may not work correctly in Internet Explorer so it is **highly recommended** you use **Google Chrome or Firefox**.

### Part 1: Request an Account

1. Navigate to AccessVA via [my.va.gov/SQUARES](https://www.my.va.gov/SQUARES)
2. Select **Sign in with ID.me**
3. **Accept** the Secure Login Redirect





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4. On the ID.me authentication page, select **sign up for an account**
5. Begin the process of signing up for your account:
  - A. Enter your **Email, using your work email address**. Do **not** use a personal email (e.g. @gmail.com or @yahoo.com), or your access request will be rejected.
  - B. Enter and confirm your **Password**
  - C. Select the **checkbox** to accept ID.me's terms of service
  - D. Select the **Sign up** button
6. Complete the ID.me account creation process

ID.me will also prompt you to set up **multi-factor authentication**. This means that, each time you log in, you will be prompted to enter a code sent via text message. Make sure the phone you provide ID.me is one you can reliably access, and that can receive SMSs.

When you are done setting up your ID.me account, you should be redirected to the **Open A New SQUARES Account** page. If you are not redirected, navigate again to [my.va.gov/SQUARES](https://my.va.gov/SQUARES).

7. Enter your first and last name, if they are not automatically populated. (These fields may show up as "NULL" when you first arrive on the page; if so, simply erase "NULL" and enter your name instead.) You will see your email appears as you entered it on ID.me.

The screenshot shows the ID.me sign-up page. A red box highlights the 'or sign up for an account' link (4). Another red box highlights the entire sign-up form (5). Within this form, red circles with letters A, B, C, and D mark the email field, password field, terms of service checkbox, and the 'Sign up' button respectively.

The screenshot shows the 'Open A New SQUARES Account' page from the U.S. Department of Veterans Affairs. A red dashed box highlights the 'Request Details' section (7). This section contains fields for First Name (VETERAN), Last Name (JONES), and Email (vetjones@mil.com). Below these fields is a note: 'You must use an email address tied to your organization. Do NOT use a personal email address.' At the bottom, there is a 'Your Organization' section with a dropdown menu currently showing 'Test Partner'.



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8. Select the **magnifying glass icon** to search for **Your Organization**. A search window will pop up. Type your organization's name in the **Lookup search bar**. You may enter your state's two-letter abbreviation. (Do not type "Test Partner"!)

**Note:** You do not need to enter the entire name of your organization.

9. Select your organization.

**Note:** You must select your organization's name from the pop-up window. If you simply type your organization's name into the account request form, your request will fail. Organizations may have commonly-named records in different cities, and have a separate record for each grant program. If you select the wrong organization, your account will not be approved.

Your organization may have separate listings for its different grant programs. If your organization would like to combine those listings under one Manager (or, separate out a satellite office to its own SQUARES listing), reach out to [squaresadmin@va.gov](mailto:squaresadmin@va.gov).

The image shows two screenshots from the U.S. Department of Veterans Affairs website. The top screenshot is the 'Open A New SQUARES Account' form. It has a header with the VA seal and the text 'U.S. Department of Veterans Affairs'. Below the header is the title 'Open A New SQUARES Account'. A note states: 'Notes: The fields highlighted in red are required.' The form has a section titled 'Request Details' with the following fields: 'First Name' (VETERAN), 'Last Name' (JONES), 'Email' (vetjones@mil.com), and 'Your Organization' (OH). The 'Your Organization' field is highlighted with a red border and a red circle with the number 8. A magnifying glass icon is next to the 'Your Organization' field. The bottom screenshot is a 'Lookup' search results page. It has a header with the text 'Search ~ Salesforce - Unlimited Edition - Google Chrome'. The URL is 'sites.salesforce.va.gov/Squares/\_ui/common/data/LookupPage?lkfm=j\_id0%3Aj\_id1'. The page title is 'Lookup'. There is a search bar with 'OH' entered and a 'Go!' button. Below the search bar are radio buttons for 'Search', 'Name', and 'All Fields'. The search results are listed under the heading 'Search Results' and 'Accounts [4]'. The results are: 'VHA-VISN 10 - 541 Cleveland, OH MC', 'VHA-VISN 10 - 539 Cincinnati, OH MC', 'VHA-VISN 12 - 550 Illiana HCS (Danville) OH', and 'VHA-VISN 10 - 552 Dayton, OH MC'. The first result is highlighted with a red border and a red circle with the number 9.

U.S. Department of Veterans Affairs

### Open A New SQUARES Account

Notes: The fields highlighted in red are required.

**Request Details**

**First Name** VETERAN

**Last Name** JONES

**Email** vetjones@mil.com  
You must use an email address tied to your organization. Do NOT use a personal email address.

**Your Organization** OH  
Please select the organization you work for, for purposes of accessing SQUARES. If your organization is a VA homeless program grantee and is not on this list, please contact the national program office for your grant. If your organization is not a grantee, you will need to sign a data use agreement to access SQUARES. Please contact your local VA partners for more information.

**Lookup**

OH Go!

Search ☒ Name ☐ All Fields

< Clear Search Results

**Search Results**

**Accounts [4]**

Account Name	Sta
VHA-VISN 10 - 541 Cleveland, OH MC	
VHA-VISN 10 - 539 Cincinnati, OH MC	
VHA-VISN 12 - 550 Illiana HCS (Danville) OH	
VHA-VISN 10 - 552 Dayton, OH MC	



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10. Repeat the lookup process for the next four fields, following instructions in the help text. Again, you must select VAMCs and CoCs in the pop up windows. Typing them into the form will not work. Send an email to [squaresadmin@va.gov](mailto:squaresadmin@va.gov) if you do not:
- A. Know the CoC or VAMC to select to get your SQUARES Manager's contact information, or
  - B. See the needed option(s) listed. If your organization and CoC are not listed, include in your email:
    - I. Organization Name (City, State)
    - II. Homeless Program (GPD, SSVF, CERS)
    - III. CoC (City, State)
    - IV. Designated SQUARES Manager (Name and Email)
- Tip:** Upon being approved, SQUARES Managers may email their Standard Users the CoC, VAMC and Organization with city and state that they should select in advance of them completing this form.
11. The **Application Role** defaults to the Standard User. If you are applying as a SQUARES Manager, select SQUARES Manager in the drop-down menu.

**Associated VA Medical Center**  
Please select the VA Medical center you work most closely with. This is presumably where your VA homeless program partners are based.

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**Primary CoC**  
Please select the Continuum of Care you primarily work with.

**Secondary CoC**  
If there is another Continuum of Care you are a part of, please select that CoC here. If not, leave this field completely blank. (Do NOT enter N/A, etc.)

**Tertiary CoC**  
If there is another Continuum of Care you are a part of, please select that CoC here. If not, leave this field completely blank. (Do NOT enter N/A, etc.)

**Application Role**  
If you have been designated the one SQUARES Manager for your organization, who will have the authority to review access requests for others within your organization, please select SQUARES Manager. Otherwise, select Standard User.

Standard User ▼  
--None--  
Standard User  
SQUARES Manager

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**Note:** The next two steps are for SQUARES Managers only. Each organization must appoint exactly one individual to serve as SQUARES Manager. This person is responsible for managing all other users within their organization. If you apply for Manager access, the existing Manager will have their Manager privileges revoked. If you are replacing an existing SQUARES Manager, notify [squaresadmin@va.gov](mailto:squaresadmin@va.gov) of whom you are replacing, the effective date, and your organization's name, city, and state. See Manager Guide for more information.

12. *Managers Only:* Select the **program** with which you are most closely affiliated from the Application Role drop-down menu:

- SSVF
- GPD
- CERS (contract beds)
- Other. Select this option if your program is not the recipient of a VA homeless program grant and then complete the **Enter name of Other Program** field that displays.

13. *Managers Only:* Select the **checkbox** to confirm you are a SQUARES Manager.

14. Select the **Submit Request** button.

*Standard Users will have their applications routed to their organization's SQUARES Manager. You will receive an email notification once your request is approved or rejected. If you have questions, contact [squaresadmin@va.gov](mailto:squaresadmin@va.gov). Please notify your SQUARES Manager of your impending departure within 24 hours.*

Application Role

If you have been designated the one SQUARES Manager for your organization, who will have the authority to review access requests for others within your organization, please select SQUARES Manager. Otherwise, select Standard User.

SQUARES Manager ▼

(SQUARES Managers only) Which program are you most closely associated with?

We will use this information to route your request to the appropriate approval queue. If you do not receive any of these grants, select Other.

--None--  
--None--  
SSVF  
GPD  
CERS  
Other

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Enter name of Other Program.

Enter the name of your Program that is not listed in the picklist.

Sample

By checking this box, you affirm that you are a Manager of the SQUARES application.

As a SQUARES Manager, it is your responsibility to ensure that only authorized users receive SQUARES access. VA is counting on you to protect Veterans' sensitive information. It is up to you to make sure that only current employees of your organization with a need to know are approved for accounts, that employees register for SQUARES using professional email accounts belonging to your organization, and that SQUARES accounts are closed promptly when individuals no longer need them.

Contact [SQUARESAdmin@va.gov](mailto:SQUARESAdmin@va.gov) for assistance.

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Submit Request

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### Reminder:

*Once your account is approved, you must access SQUARES every 90 days to keep your account active. Additionally, your organization's Manager will have to re-certify your access every six months. You may get reminder emails about both processes.*



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## Part 2: Non-VA Users Access Your SQUARES Account

### WARNING

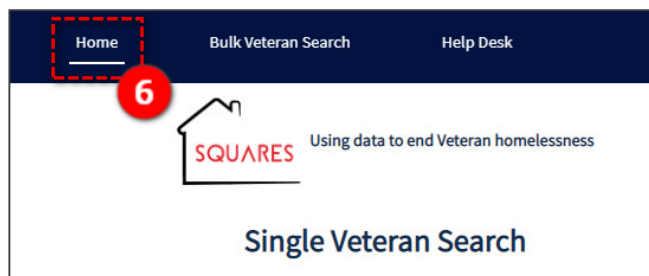
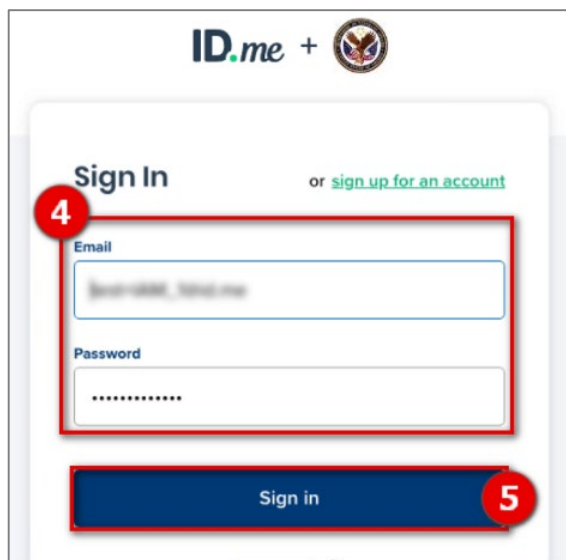
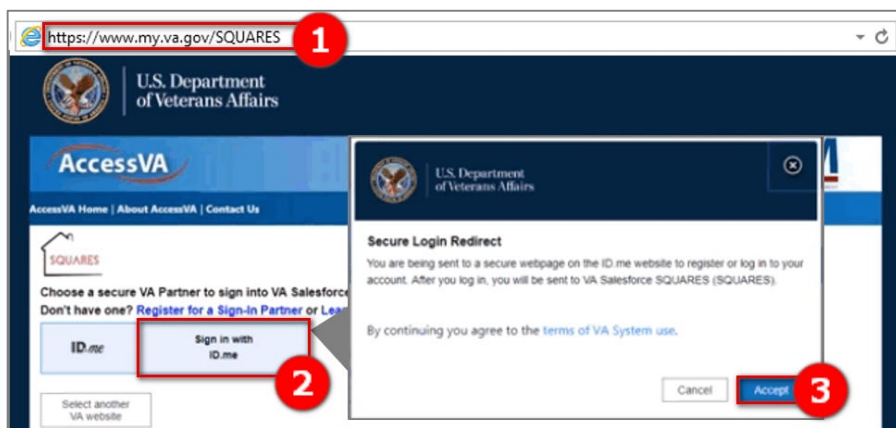
You **must** navigate to **my.va.gov/SQUARES** every time you want to access SQUARES and it is recommended you use Google Chrome to do so. **Do not bookmark the AccessVA log-in page you arrive at, which will have a URL beginning with access.va.gov.** If you navigate to that page, you will not be able to log into SQUARES.

If you have difficulty logging in, take a screenshot of the error you see and send it to [squaresadmin@va.gov](mailto:squaresadmin@va.gov).

### Part 2: Access Your Account

*Once your account is approved, you can access it using the same steps you used to apply for an account:*

1. Navigate to [my.va.gov/SQUARES](https://my.va.gov/SQUARES)
2. Select **Sign in with ID.me**
3. **Accept** the Secure Login Redirect
4. Enter the ID.me credentials you created during your account request  
**Note:** Contact the ID.me Help Desk with any problems at [help@id.me](mailto:help@id.me)
5. Select **Sign In**, and enter the code sent to your phone when prompted
6. You are redirected to SQUARES



### Tip:

Visit <https://www.va.gov/homeless/squares/> and navigate to the Training Materials section for additional information, including how to run a Single Veteran Search in SQUARES.